

March 2010
Land Title and Survey Authority of British Columbia
Job Description

TITLE AND REPORTING RELATIONSHIP

Position: Examiner of Title Trainee
Classification: Grid 09 Year 1 and Grid 11 Year 2
Work Unit: Local Offices
Division: Land Title Division
Location: Kamloops, New Westminster or Victoria

POSITION SCOPE

The principle function of the work unit is to interpret and administer the *Land Title Act* and other statutes relevant to ownership of land and to ensure reliability and security of title. Land Title and Survey Authority of British Columbia Offices maintain records of all real property transactions and issue certificates of title for each parcel of land.

POSITION PURPOSE

Under the general direction of the Team Lead and with support from the Deputy Registrar and receiving mentoring support from an appointed Senior Examiner of Title and in preparation of changing technological advances and business process improvements, the Examiner of Title Trainee position is expected to bridge the gap between established (although declining) clerical duties and responsibilities and an increasing need for examination duties.

Following a prescribed competency based training program, the Examiner of Title Trainee will progress in two stages through a two year basic training program. In order to move to the Examiner classification, incumbents must demonstrate competency in the following areas: (see *training program summary index* attached.)

Examiner of Title Trainee is expected to perform clerical duties and responsibilities such as:

- Receive a variety of client requests for services and products;
- Answer enquiries from clients regarding a variety of general information and specific Land Title services, procedures and requirements;
- Deliver client services by producing and delivering a variety of Land Title legal documents and certificates;
- Receive and process a variety of documentation to expedite the work of Examiners;
- Perform general clerical duties as required.

POSITION PURPOSE Continued....

In addition, the Examiner of Title (Trainee) will work through a prescribed graduated training plan. The training plan will consist of a mix of reading, lectures, demonstrations and practical exercises with live applications. This will vary with the operational needs of the local office and the volumes of work in the system. In any event, at the end of the training, the Examiner of Title Trainee must meet the minimum competency of an Examiner of Title in this Division.

The Examiner of Title Trainee is required to devote some of their own time to prepare themselves for examinations and to complete the program with self study and reading materials such as:

- LTSA Examiner and Survey Training Manuals;
- Altos2 Procedure Manual;
- Land Title Act and Regulations;
- Strata Property Act and Regulations;
- Other Federal and Provincial Statutes and Regulations.

JOB DUTIES AND RESPONSIBILITIES

1. Receive a variety of client requests for services and products:

- Open, log and distribute mail and restrictively endorse cheques;
- Prior to receiving documents, plans and surveys, conduct a preliminary check as required to ensure documentation is properly filled out;
- Assign serial numbers to documents and plans and calculate applicable fees; capturing tombstone data for documents and plans;
- Prepare documents for scanning, verifying the documents are original or original certified copies and that they meet established scanning criteria;
- Note missing pages and log documents which cannot be scanned due to size or volume;
- Scan documents into the ALTOS system and file original documents for storage.

2. Answer enquiries from clients regarding a variety of general information and specific Land Title services, products, and procedural requirements:

- Provide service to clients at the public counter by explaining services, products, and procedural requirements;
- Utilize the ALTOS 2 system to look up a variety of information such as property indices, titles, documents and other records requested by clients;
- Refer clients to the appropriate resources when requests are outside of the scope of the LTSA;
- Determine and collect fees from clients for over the counter services;
- Receive, screen and redirect telephone enquiries from professionals and the general public;
- Provide routine information pertaining to the LTSA or provide information about other resources that are available;
- Resolve routine service delivery problems by providing clients with information about the status of applications and issuance and delivery of certificates;
- Collect outgoing mail, record registered and certified mail and bundle all mail for pickup;
- Process refunds to LTSA clients by preparing and forwarding cheques vouchers.

JOB DUTIES AND RESPONSIBILITIES Continued...

3. Delivers client services by producing and delivering a variety of Land Title legal documents and certificates:

- Produce a variety of legal notices (e.g. Caveats, Judgments and Certificates of Pending Litigation) resulting from document registration and prepare for mailing or pickup by clients;
- Produce State of Title Certificates , Duplicate Certificates of Title, Defect Notices; and prepare for mail or pickup;
- For imaged and non-imaged documents and plans requested by clients, locate the documentation on the system or files, produce copies by printer or copier and prepare for mail or pickup and calculate the appropriate fee;
- Collate and sort customer requests which are to be picked up and ensure delivery to clients.

4. Process a variety of documentation:

- Examine and register applications as shown in the attached Training Plan;
- Process document withdrawals by verifying the document is not registered, notify the examiner of the withdrawal, return the original document to the client, calculate the fees for additional payment or refund request, and forward the withdrawal request to scanning;
- Examine requests for corrections to ensure information is complete and accurate, calculate applicable fees and process according to established procedures;
- Receive changes of address, ensure application is complete and record changes into the system;
- Receive, examine and file posting plans;
- Receive documents being resubmitted by clients as a result of a defect or other factors and distribute them according to established office procedure.

5. Perform general clerical duties:

- Carry out minor maintenance on office equipment;
- Perform data entry functions as required;
- Carry out routine filing of Land Title documents;
- Generate various system reports;
- Monitor and order supplies as required;
- Type routine correspondence and perform general office duties as required;
- Act as Cashier when required;
- Other duties as required.

6. Performance Standards and Expectations

Employee's Responsibility:

- Perform all job duties and responsibilities in a professional and accurate manner at all times. It is the employee's responsibility to become fully conversant with all aspects of the position as described in the job description;
- Trainees must meet the expected performance standards for each level as well as pass the qualifications/knowledge based examinations in order to advance through the program.
- Attend work on a regular basis, on time and ready to start work at the beginning of your shift start time;
- Work diligently to contribute to a positive work environment, adhering to standards within the *Code of Business Conduct and Ethics* and the *Appropriate Workplace Behaviour* policy. Every employee is responsible to ensure they have read, understood and abide by these terms and conditions of employment;
- Recognize your role in team work, collaboration and customer service and the importance to LTSA employees and clients;

Performance Standards and Expectations *Continued*

Employee's Responsibility:

- Ensure open and respectful communications with everyone at all times;
- Identify needs, request additional information or training requirements to your supervisor as you become aware of them;
- By the end of the first year, a Grid 9 level Trainee must be able to register between 450 to 600 applications per week. By the end of the second year, a Grid 11 Trainee must be able to register between 350 to 500 applications per week while meeting the goals of the training program.

Employer's Responsibility:

- Ensure standards for a respectful workplace are maintained, monitored and any issues addressed immediately;
- Ensure all employees understand the standards and expectations required of them and apply all workplace rules in a fair, respectful, timely and consistent basis;
- Respond to requests for training within policy guidelines and provide advice and guidance, where required, in a timely manner;
- Provide an internal mechanism through HR where difficult issues between employees and supervisors can be voiced in a confidential and expedient manner;
- Ensure a process that includes a training component is in place to hold employee performance planning and development meetings aimed at achieving a high performance organization;
- Ensure a process where respectful communication results when employees are advised of the reasons behind decisions that do not support an employee request.

QUALIFICATIONS

Education/Experience:

- Grade 12 plus a minimum of three years of clerical or office administration experience or an equivalent combination of education, training and experience;
- Experience producing detailed documents requiring a high degree of accuracy;
- Experience providing/obtaining information and responding to enquiries from the public; and
- Recent experience working with computer applications and databases (MS Word, Excel, Outlook)
- The following qualifications would be an asset:
 - education/training in law or office administration
 - an understanding of real property and conveyancing practices
 - experience working with documents to ensure compliance with laws, regulations and procedures

Knowledge:

- Thorough knowledge of office administration practices;
- Understanding of legal terminology;
- Good knowledge of English spelling and grammar;
- Good knowledge of personal computers (Windows applications, Outlook) and general office equipment;
- Familiarity with land title systems/records.

QUALIFICATIONS Continued.....

Skills and Abilities:

- Identify, analyze and interpret technical data from many different mediums, with an attention to details;
- Deal with clients, the general public and government agencies with diplomacy, tact and good judgment with a customer service aptitude;
- Communicate both orally and in writing by providing and obtaining information accurately, concisely, completely and logically, in a timely manner;
- Organize workload effectively, efficiently and independently, achieving results within acceptable timeframes, taking into consideration changing priorities, deadlines, volume and available resources;
- Ability to listen, follow instructions and produce high quality work in accordance with processes and procedures;
- Deal proactively with issues and exercise good judgment in decision making;
- Ability to operate effectively within a computerized work environment and use a variety of office equipment;
- Work effectively with peers, colleagues and customers;
- Type 50 WPM;
- Use and instruct others in the use of computer applications to enter and retrieve data and to produce and edit a variety of reports.

Competencies:

- Analytical Thinking
- Planning, Organizing and Coordinating
- Change Management
- Initiative
- Results Orientation

TRAINING PLAN

1st Year Training Plan – Grid 9

The topic areas below are to be in the trainee's skill set and it is expected that they will be able to routinely complete between **450 to 600 applications per week**.

<ol style="list-style-type: none"> 1. Attestation and Proof of Execution (Part 5) 2. All Forms – completion requirements 3. Companies and Corporations 4. Form A Transfers 5. Form C Basic Release 6. Releases by effluxion of time (except leases) 7. Form B Mortgage , modifications, extensions, assignment of rents, certificates of charge 8. Builders Lien Act <ol style="list-style-type: none"> a. Notice of Interest b. Claim of Lien c. Release 9. Transmissions upon death <ol style="list-style-type: none"> a. Surviving Joint Tenants b. Letters Probate and Administration 10. Powers of Attorney 11. Right to Purchase 12. Assignment of Rents 	<ol style="list-style-type: none"> 13. Judgments 14. Priority Agreements 15. Tax Sales Notices <ol style="list-style-type: none"> a. Municipal b. Taxation (Rural Area) Act 16. Notices <ol style="list-style-type: none"> a. Defect Notices b. 294.6 Notices 17. Personal Property Security Act filings 18. Strata Property Act filings 19. Municipal Government filings 20. Other Legal Notations <ol style="list-style-type: none"> a. Cremation, Interment and Funeral Services Act b. Human Resource Facilities Act c. Municipal Government Filings. 21. Change of Address 22. Filing Posting Plans 23. Land Tax Deferment Act
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2nd Year Training Plan – Grid 11 - The topic areas below are to be in the trainee's skill set and it is expected that they will be able to routinely complete between **350 to 500 applications per week**

<ol style="list-style-type: none"> 24. Advanced Releases <ol style="list-style-type: none"> a. Certificates of Pending Litigation b. Court Orders c. miscellaneous 25. Advanced Form C Charges 26. Court Orders <ol style="list-style-type: none"> a. Foreclosure Action b. Vesting Orders c. Sheriff Sales d. Injunctions e. Releases f. other 27. Trusts <ol style="list-style-type: none"> a. Section 180 Land Title Act b. Trustee Act c. Bankruptcy Act d. Churches and Religious Bodies 28. Caveats 29. Certificates of Pending Litigation – Registration 30. Statutory Rights of Way 31. Easements 32. Restrictive Covenants 	<ol style="list-style-type: none"> 33. Covenants 34. Life Estates 35. Rights of First Refusal 36. Options to Purchase 37. Statutory Building Schemes 38. Leases 39. Floating Charges 40. Land Spouse Protection Act 41. Rent Charges 42. Royalty Agreements 43. Timber Agreements 44. Undersurface Rights 45. Basic charge plans 46. Basic subdivision plans 47. Basic Strata Plans 48. Family Relations Act <ol style="list-style-type: none"> a. Court Orders b. Separation Agreements
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